



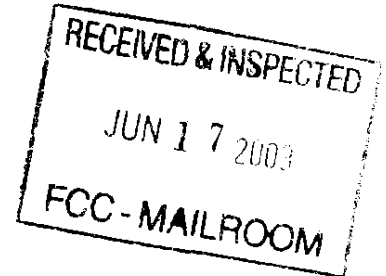
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COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

June 12, 2003

DA 03-1728
CC Docket No. 98-67



MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-A325
WASHINGTON DC 20554

Re: Submission of Annual Log Summary of TRS Consumer Complaints

Dear Ms. Dortch,

In accordance with DA 03-1728, released May 19, 2003 at CC Docket No. 98-67 enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2003. Also, please find a copy of the complaint log summaries on the enclosed 3.5 inch diskette. AT&T, as the provider for Pennsylvania TRS, has maintained the consumer complaints, and has prepared the enclosed complaint log summaries.

If you have any questions or need additional information, please call Grace House at (717) 783-6174.

Sincerely,

Robert A. Rosenthal
Director
Fixed Utility Services

Cc: Grace House
Eric Jeschke
Erica Myers, Consumer & Governmental Affairs Bureau, Disability Rights Office

No. of Copies rec'd 014
List ABOVE

PENNSYLVANIA RELAY SERVICE
2003 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2002 through May 31, 2003

As of June 9, 2003

	2002							2003					
Pennsylvania	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	2	0	0	0	1	0	1	3	0	0	7
TTY	1	1	3	4	2	1	3	4	0	2	2	2	25
TOTAL	1	1	5	4	2	1	4	4	1	5	2	2	32

As of June 9, 2003

	2002							2003					
Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency			1										1
Confidentiality													0
Verbatim	1			2			1	1	1		2	1	9
Typing Issues		1	1	2	1	1	1					1	8
In Call Replacement													0
Answer Performance			3		1		2	3		5			14
Gender Accommodation													0
Total	1	1	5	4	2	1	4	4	1	5	2	2	32

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2002 – MAY 2003**

June 2002

TTY June 20, 2002

The customer complained the CA did not relay her conversation accurately.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 20, 2002

FCC: Verbatim

July 2002

TTY July 16, 2002

The customer complained the CA typed too slow.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: July 16, 2002

FCC: Typing Issue

August 2002

Voice August 3, 2002

The customer asked why she had problems reaching relay when dialing 711.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and informed the customer the problem has been corrected.

Contact Closed: August 4, 2002

FCC: Answer Performance

TTY August 3, 2002

The customer complained he did not get a response from the relay service when dialing 711.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized to the customer, and assured him the problem would be reported.

Contact Closed: August 8, 2002

FCC: Answer Performance

Voice August 25, 2002

The customer complained CAs were having personal conversations with her boyfriend.

**PENNSYLVANIA RELAY SERVICE
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Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Explained to the customer CAs are not permitted to provide any personal information, and the issue would be investigated.

Contact Closed: September 6, 2002

FCC: Transparency

TTY August 27, 2002

The customer complained the CA was slow to respond.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 27, 2002

FCC: Answer Performance

TTY August 28, 2002

The customer complained about the CA's typing.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer and advised her complaint would be documented.

Contact Closed: August 28, 2002

FCC: Typing Issue

September 2002

TTY September 12, 2002

The customer complained about the CA's typing.

Category: Typing Skill/Speed

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 13, 2002

FCC: Typing Issue

TTY September 18, 2002

The customer complained the CA's typing was slow.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

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**PENNSYLVANIA RELAY SERVICE
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Contact Closed: September 20, 2002
FCC: Typing Issue

TTY September 24, 2002

The customer complained the CA did not leave a message on an answering machine as requested.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenient. Assured her the complaint would be reported.

Contact Closed: September 24, 2002

FCC: Verbatim

TTY September 30, 2002

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer her information would be documented.

Contact Closed: September 30, 2002

FCC: Verbatim

October 2002

TTY October 1, 2002

The customer complained of long hold times when dialing into 711, and CAs not following instructions.

Category: Other (Misc)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 31, 2002

FCC: Answer Performance

TTY October 5, 2002

The customer complained about the CA's typing skills.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 6, 2002

FCC: Typing Issue

November 2002

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TTY November 1, 2002

The customer complained that the CA's typing had many mistakes.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 2, 2002

FCC: Typing Issue

December 2002

TTY December 3, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: December 3, 2002

FCC: Answer Performance

TTY December 7, 2002

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 8, 2002

FCC: Answer Performance

TTY December 12, 2002

The customer complained that one CA did not follow his instructions, and another did not relay the name on a recording correctly.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CAs manager's would follow up accordingly.

Contact Closed: December 31, 2002

FCC: Verbatim

Voice December 17, 2002

The customer complained that the CA was extremely rude, and typed extremely slowly.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer his complaint would be reported.

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Contact Closed: December 18, 2002
FCC: Typing Issue

January 2003

TTY January 2, 2003

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer, and explained a technical problem may have caused the delay.

Contact Closed: January 2, 2003

FCC: Answer Performance

TTY January 8, 2003

The customer complained that male CAs are rude, disconnect during calls, and do not type her voice mail messages verbatim.

Category: Attitude and Manner

Escalation: Received by the Washington, D.C. Relay Center and handled by the National Customer Care Center.

Resolution: Apologized to the customer, and assured her the complaint would be documented and reviewed.

Contact Closed: January 13, 2003

FCC: Verbatim

TTY January 18, 2003

The customer complained the CA was slow to respond.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the complaint would be reported.

Contact Closed: January 18, 2003

FCC: Answer Performance

TTY January 22, 2003

The customer complained that he/she had to wait for an available CA.

Category: Answer/Wait Time

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for inconvenience, and assured customer a report would be filed.

Contact Closed: January 22, 2003

FCC: Answer Performance

February 2003

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
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Voice February 15, 2003

The customer complained the CA was rude and had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 15, 2003

FCC: Verbatim

March 2003

Voice March 31, 2003

The PA Public Utilities Commission notified the Pennsylvania Relay Service that customers were unable to get through to relay.

Category: Other (Equip)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Informed the customer that we were determining the problem and correcting it as soon as possible.

Contact Closed: March 31, 2003

FCC: Answer Performance

Voice March 31, 2003

The customer complained he has been unable to reach relay

Category: Other (Equip)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized to the customer for the inconvenience, and informed the customer that our technicians were working to resolve the problem.

Contact Closed: March 31, 2003

FCC: Answer Performance

TTY March 31, 2003

The customer complained of trouble connecting to the relay service.

Category: Other (Equip)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

Contact Closed: April 2, 2003

FCC: Answer Performance

Voice March 31, 2003

The customer complained of trouble connecting to the relay service.

Category: Other (Equip)

Escalation: Received by the Relay Customer Service Line and handled by the National

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Customer Care Center.

Resolution: Apologized to the customer for the inconvenience, and mentioned that the problem causing the issue has been resolved.

Contact Closed: April 2, 2003

FCC: Answer Performance

TTY March 31, 2003

The customer reported trouble connecting to relay using 711.

Category: Other (Equip)

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized to the customer for the inconvenience. Informed him that a technical issue causing the problem has been resolved.

Contact Closed: April 3, 2003

FCC: Answer Performance

April 2003

TTY April 30, 2003

The customer complained that the CA was too slow typing back a recorded message to him.

Category: Typing Skill/Speed

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 30, 2003

FCC: Typing Issue

TTY April 30, 2003

The customer was upset that the CA made so many typing errors during his call.

Category: Typing Skill/Speed

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 30, 2003

FCC: Typing Issue

May 2003

TTY May 14, 2003

The caller had several CA complaints including not processing his calls quickly, not following instructions, disconnecting, and not relaying verbatim.

Category: Other (Misc)

Escalation: Received by the National Relay Center, RI and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer his complaints

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**PENNSYLVANIA RELAY SERVICE
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would be reported.

Contact Closed: May 31, 2003

FCC: Verbatim

TTY May 15, 2003

The caller complained that the CA did not follow instructions and typed too slow.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and offered to place his call again.

Contact Closed: May 15, 2003

FCC: Typing Issue